

Production Daily Health Report

Wednesday November 23rd, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events

 Customer Portal
  Worker Portal
  CCAP
  EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
11/22	CCAP Payroll Batch 12	Completed
11/23	RIW Issuance	Not Started
11/23	GPA Semi-Monthly Payroll	Not Started
11/26	Weekly Fix Release	Not Started
12/3	November M&O Release	In Progress

Batches

Executed	Failed	Passed	Held / Not Scheduled*
180	0	180	139

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 - Benefit Decision Notice	Pending	N/A	0	TBD	0
DHS 3503 - Additional Documentation Required Notice	Pending	N/A	0	TBD	0

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

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188

Cases without Coverage due to Top Issues

0 P1 Incidents
5 P2 incidents
1600 P3 incidents
73 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	PCPA reports contain incorrect information (RIB-3765)	~	PCPA report needed to confirm/generate parent caretaker payments for ~500 individuals. Some reports have incorrect child counts, premium amount, or do not include dependents and other family members.	Resolved - Multiple root causes with iterative fixes have been completed. In Progress - PCPA report has been sent to state, awaiting confirmation that MU can be rerun on PCPA accounts in production. Targeted to be completely resolved on 11-26-2016.
2	SSP Benefit Issuance Issues - Issues with checks not received (RIB-5293, RIB-7611, RIB-5822)	~5	We are currently researching the root cause for the issue	In Progress - Target Fix Date - 11-26-2016
3	Unable to issue RIW benefits for mother and child due to program participation (RIB-5947, RIB-5948)	~30	Minors are exempt from work, minor parents are not.	Resolved - Root cause on this issue has been resolved. In Progress - Secondary issue identified in testing preventing the addition of minor parent; Target Fix Date - 11-23-2016
4	Eligible aliens are failing MAGI Medicaid (RIB-7322)	~100	We are currently researching the root cause for the issue	In Progress - Target Fix Date - 11-26-2016
5	Medicaid accounts incorrectly pended due to incorrect SWICA/DLT Mismatches (RIB-3010)	~18	14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end.	In Progress - Working on re-running eligibility for these accounts Target Fix Date - TBD
6	System Enhancements to ensure GPA Burial cases can be processed when the deceased dated is more than 30 days in the past (RIB-7564)	~35	System eligibility logic for GPA Burial is out of sync with GPA Burial policy.	In Progress - Target Fix Date - 11-26-2016

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 23rd

Start of the Day

1,317

Scanned/Indexed



10,419

Processed



17,278

Completed



29,014

Total

Day's Activities

96

Scanned/Indexed



196

Processed



454

Completed



746

Total

End of the Day

1,413

Scanned/Indexed



10,615

Processed



17,732

Completed



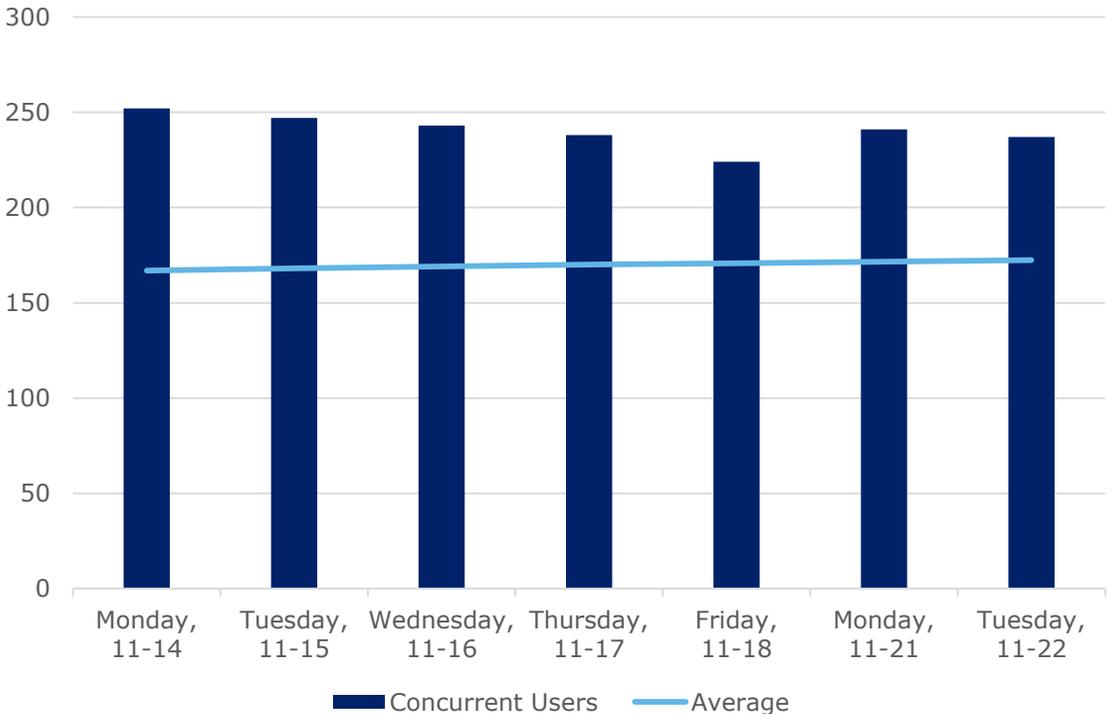
29,760

Total

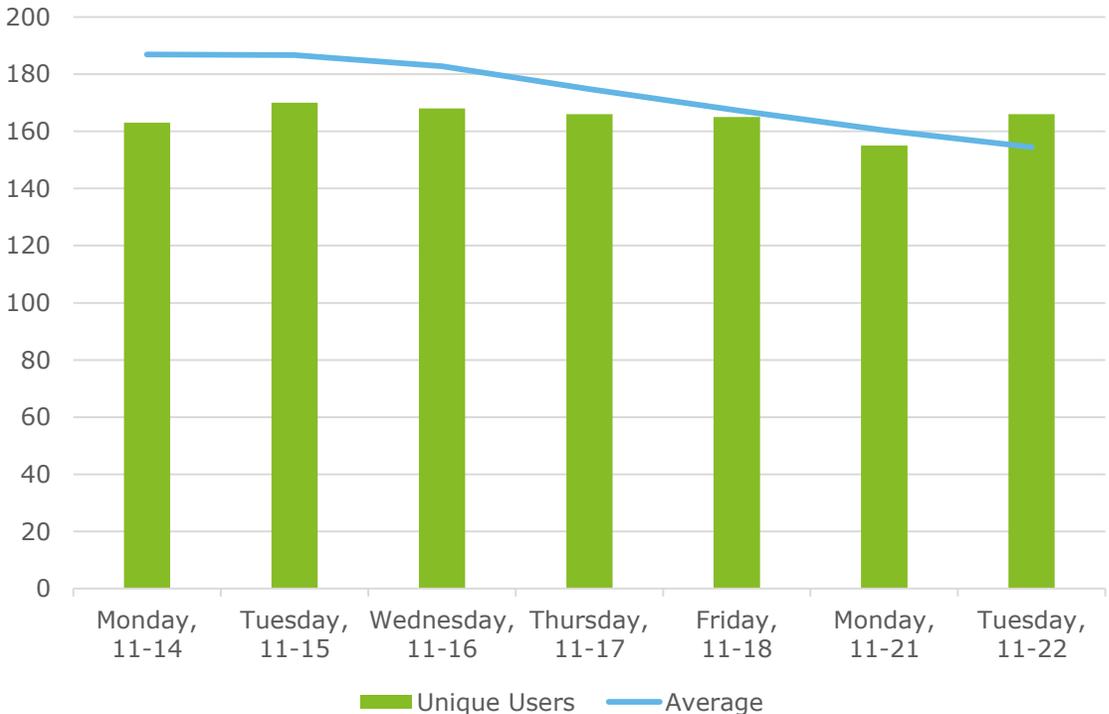
RIBridges Technical Metrics – Worker Portal

Wednesday November 23rd, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



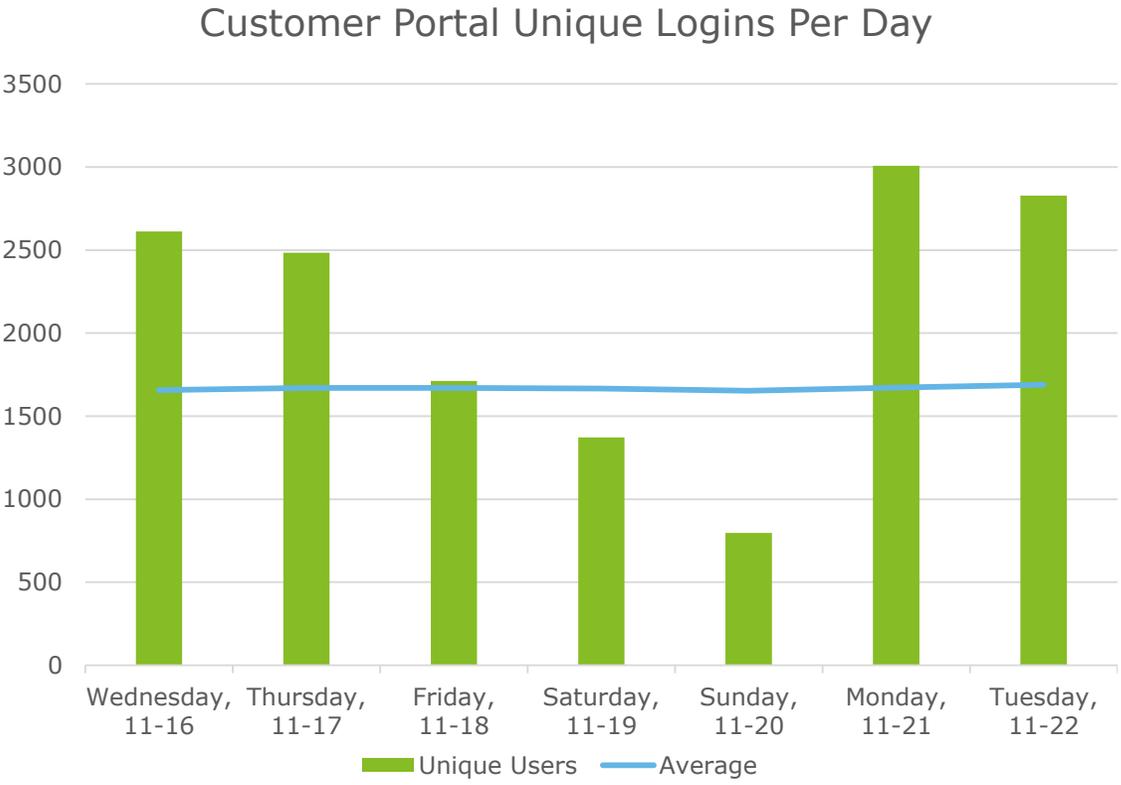
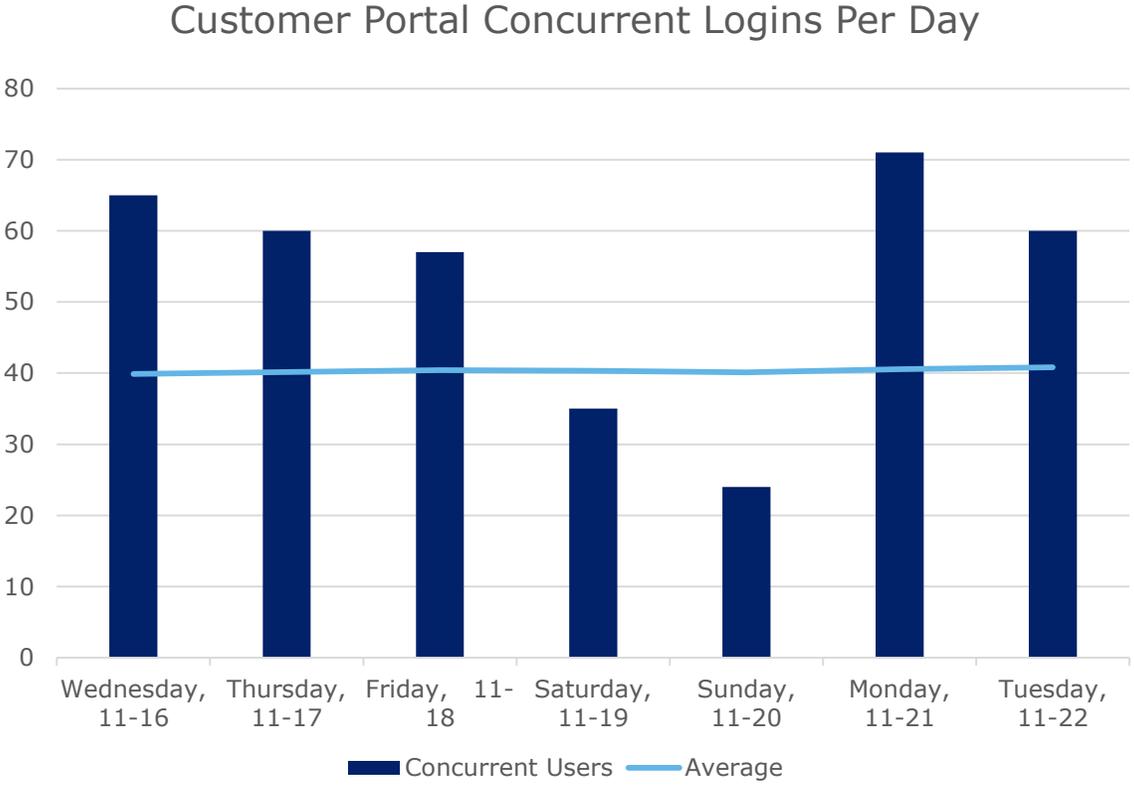
Worker Portal Unique Logins Per Weekday



*Concurrent is over five minutes

RIBridges Technical Metrics – Customer Portal

Wednesday November 23rd, 2016 (10:00 AM EDT)

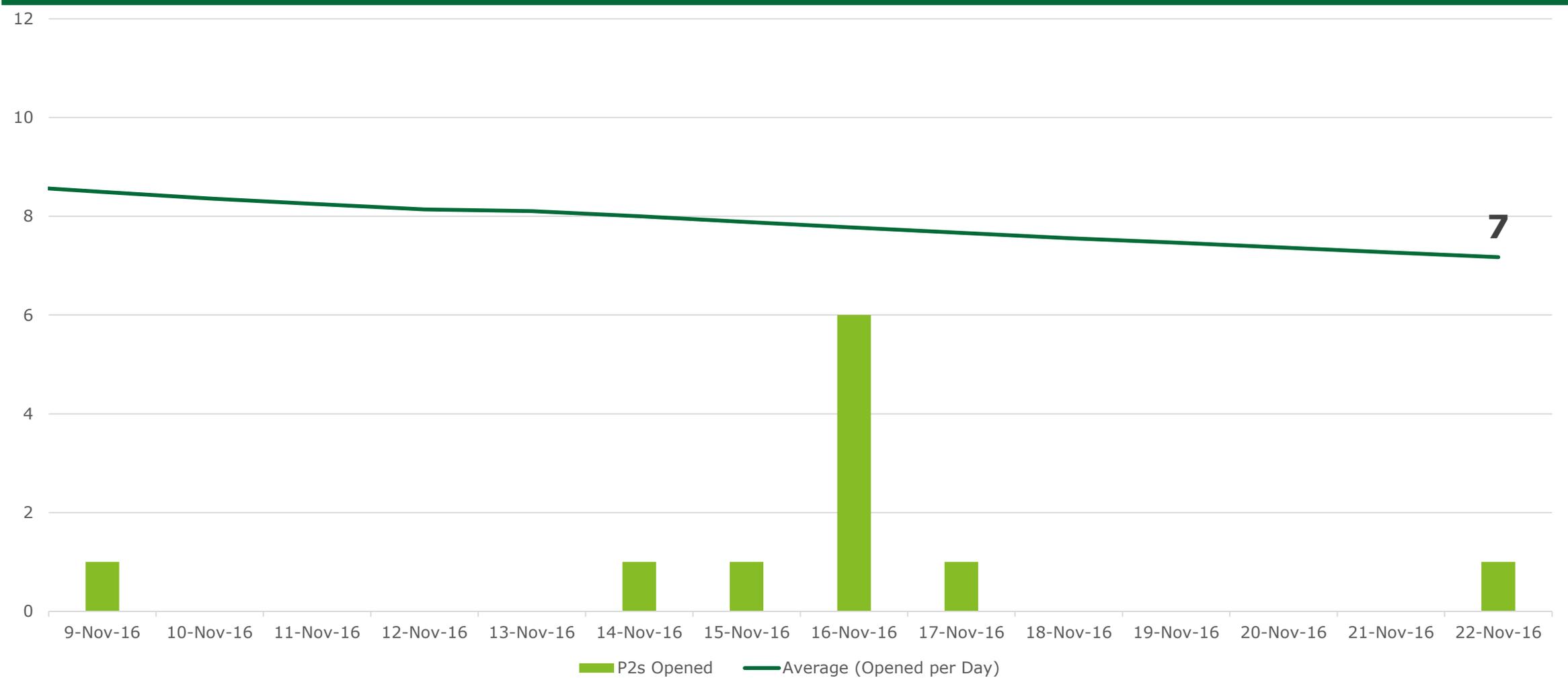


*Concurrent is over five minutes

RIbridges Technical Metrics – P2 Incident Report

Wednesday November 23rd, 2016 (10:00 AM EDT)

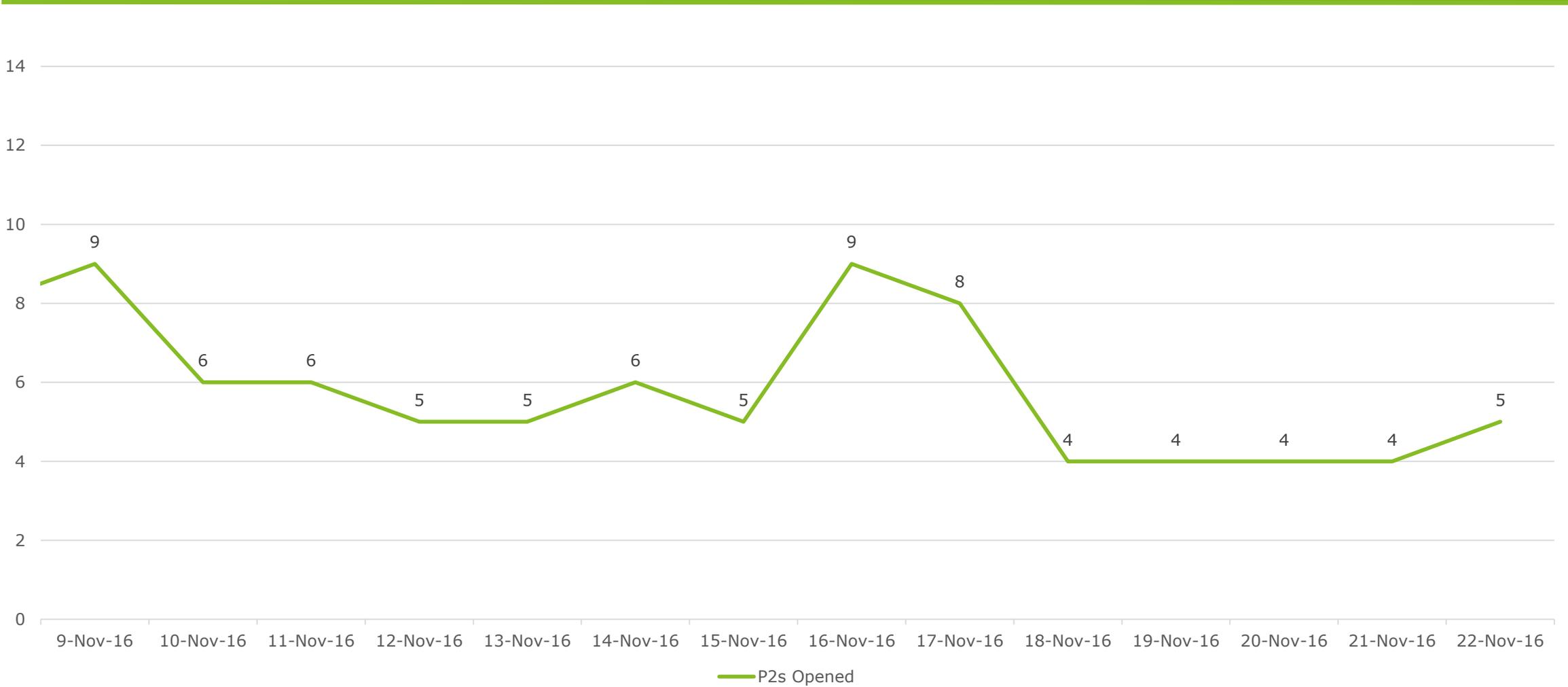
P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Wednesday November 23rd, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3s)

Wednesday November 23rd, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

